

Condition

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All Models	2023-2025	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2036935/22	02/17/25	00-18-07	To include additional model and model year applicability.
2036935/21	05/30/23	00-18-07	To include model year applicability.
2036935/1	6/4/14	V001405	Original publication.

**NOTICE**

This technical bulletin **MUST** be read in its entirety.

- Effective immediately, all claims for Accessories Pack components missing, incorrect or damaged, **MUST** have an accompanying Doc-It case uploaded in the Warranty Information and Service Evaluation (WISE) system for a valid warranty claims submission. Please see the warranty section of this technical bulletin for details on uploading the required information.

Technical Background



Accessories Pack is the term used to describe the bag that is delivered with the vehicle that contains the parts to be installed at PDI, i.e. Wheel Center Caps, Lug Caps, Wiper Blades, Etc. Figure 1.



Figure 1.

Checking the Accessory Pack at Delivery

Accessory Pack components may be missing, incorrect or damaged at delivery.

Accessory Pack issues should be claimed in one of two ways, Transportation Claim or Warranty Claim.

- **Transportation Claim:** At delivery off the truck the Accessory Pack is opened or damaged and component(s) are missing or damaged due to Accessory Pack damage.
- **Warranty Claims:** Accessory Pack is sealed and component(s) are missing, or there are incorrect component(s) in the Accessory Pack for the vehicle the bag is assigned to, or there are damaged component(s) in a sealed undamaged By-pack.

## NOTICE

It is very important to check the Accessories Pack at vehicle acceptance off the truck to determine if a transportation claim should be filed. **The Accessory Pack must be inspected and the contents verified within 48 hours (second working day) after receipt.** If this time frame is missed to file a transportation claim, the claim **CANNOT** be filed under warranty and the dealer will have to absorb the cost. If an Accessory Pack claim is filed under warranty that doesn't meet the requirements for a warranty claim, the claim will be debited back to the dealer,

## Production Solution

Not applicable.

## Service

## NOTICE

If applicable, please ensure any one time use part or parts are replaced in accordance with the repair manual information in Elsa.

- Please note that the ePDI form has been updated to include the Accessories Pack condition and content check at vehicle acceptance off the truck (Figure 2).

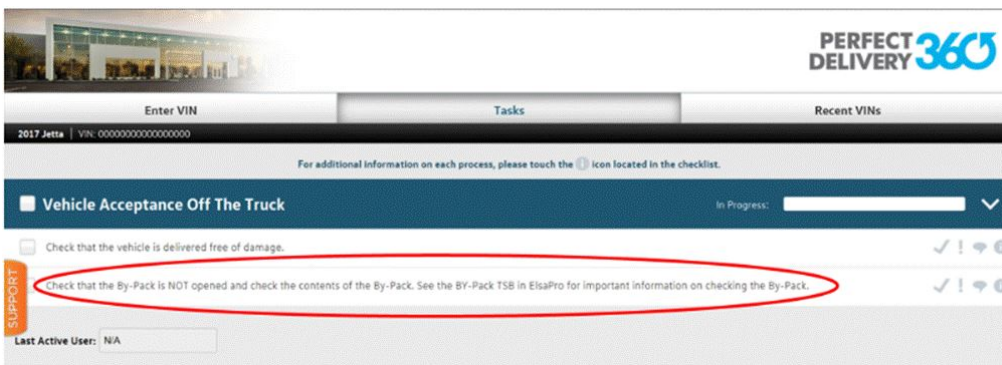


Figure 2.

## Accessory Pack Inspection

At vehicle delivery off the truck at the dealer and at PDI, the Accessory Pack must be inspected for condition and contents. Please note the following:

- It is very important to check and make note of the condition of the Accessory Pack at delivery off the truck. This is due to the 48 hours (second working day) limit to file a transportation claim.
- Most vehicles have contents label(s) affixed to the bag. If the label is not in English the part number can be used as a guide to perform the check.
- Check the VIN on the Accessory Pack to verify that the Accessory Pack is the correct one for the car.
- Using the content label(s) will help determine the proper contents of the bag (figures 3 and 4). There may be multiple contents labels on the bag.
- For Accessory Pack that do not have English translated contents label or no content label, the Accessory Pack can still be inspected for the standard equipment such as, wheel center caps, lug caps, key(s), tow hook covers, license plate bracket(s), wiper blades, etc.
- For models produced in Mexico (Tiguan LWB, Jetta, Taos) the Accessory Pack is located in the front passenger's side floor, Figure 5. The Accessory Pack has separations (pouches) for the Key(s) and Tow Hook Covers and other components depending on trim level (Figure 6). All vehicles produced in Mexico has one key in the Accessory Pack (Figure 7) and one key tether to the wiper stalk (Figure 8).
- For models produced in the U.S.A (Atlas, Cross Sport and ID.4) the Accessory Pack is located in the luggage compartment (Figure 9).
- For models produced in Germany (Areton, GTI, Golf R ) the Accessory Pack is located in the luggage compartment (Figure 10).





Figure 9. Passat Accessory Pack located in the luggage compartment



Figure 10. Tiguan Limited Accessory Pack located in the luggage compartment

**NOTICE**

**Make sure to properly document the condition of the Accessory Pack on the transportation delivery form. Document whether the Accessory Pack bag is undisturbed (Sealed, no damages) or disturbed (opened, component(s) missing or the bag is damaged). The transportation delivery form may be requested when a transportation claim is filed.**

In cases where the Accessory Pack is found to be disturbed in any way, the claim should be filed as a transportation claim.

**ONLY** if the Accessory Pack is completely undisturbed and parts are found missing, wrong or damaged, should the claim be filed under warranty.

**Accessory Pack Warranty Claim**

To file a warranty claim for Accessory Pack component(s), the requirements will vary based on the issue found with the Accessory Pack. See warranty claim guide and Accessory Pack picture requirement below:

**Warranty Claim Guide**



**Best Practice - At PDI BEFORE opening the Accessory Pack spread out the Accessory Pack on a work bench or table exposing all the contents as best as possible and take a picture of the front and rear of the Accessory Pack (Figures 11 and 12). Make sure that the components labels with VIN is captured in the photo and check for missing components during this time.**



Figure 11.



Figure 12.

**Missing Component(s) - The Accessory Pack bag is found completely sealed and items are missing.**

- Take pictures of the sealed Accessory Pack clearly showing that the component is not in the bag. In the case of a part missing from a pouch (for example a key or tow hook cover) or packaging inside the bag (for example wheel center cap or lug caps), take a close up picture of the pouch or packaging.
- Take a picture of the component label showing the VIN and parts list. The picture should be legible to read.

**Incorrect Component(s) - At PDI an incorrect part is found in the Accessory Pack.**

- Take a picture of the incorrect part
- Take a picture capturing the part number on the part (or part package).
- Take a picture of the component label showing the VIN and parts list. The picture should be legible to read.

### Damaged Component(s)

- Check the Accessory Pack\_bag for signs of damages due to outside influence.
- Take picture(s) of the damaged part indicating the damage.



If pictures of the sealed Accessory Pack were taken as indicated in the “Best Practices” tip above, submit the pictures with the picture of the damaged part.

### **NOTICE**

#### Accessory Pack Picture Requirements.

- For Accessory Pack related warranty claims for missing, incorrect or damaged components, the pictures taken as described in the “Warranty Claims Guides” section above, must be submitted electronically in WISE (Doc-It section) for the submission of a valid claim. Please use the pictures in figures 1, 3, 6, 7, 11 & 12 of this bulletin as reference when taking pictures. Provide the pictures taken to your Warranty Administrator for upload in WISE when the warranty claim is filed (see Warranty section below). Failure to provide pictures to support a By-pack warranty claim will result in the claim being debited back to the dealer.

### **NOTICE**

#### Accessory Pack related issue during new vehicle launch periods.

- For Accessory Pack issues during new vehicle launch periods, dealers are required to open a Volkswagen Technical Assistance (VTA) ticket and attach pictures to the VTA. Refer to the guides in this TB for taking Accessory Pack pictures for attachment to a VTA ticket. Please note that the requirements for valid Accessory Pack related warranty claim outlined in this TB also apply during new vehicle launches.

## Warranty

Information only.



When filing a warranty claim for missing or incorrect items in the Accessory Pack, all parts should be filed on one claim line.

Wheel Locks are no longer factory installed parts and therefore are not covered under warranty when missing at PDI. Please reference service circular VSP-13-02 on Service Net, for info on the procedure for missing wheel locks.

### Uploading Technical Bulletin Information In WISE

### **NOTICE**

Starting December 4, 2017 the Doc-It function in WISE has been updated to accept information specific to Technical Bulletins. Details of the required information is provided in the service section of this bulletin.

(1) Login to WISE and under the "Operations" tab, select "Doc-It" from the side menu.

(2) When the window opens up, check the box "Technical Bulletin Related Info"

The screenshot shows the WISE interface with the following elements:

- Navigation bar: News | Policy Manual | Bulletins & Communications | Resource Center | Performance | Operations | Add Document
- Left sidebar menu: Goodwill Exception Request, Warranty Repair Acceptance, Campaign Authorization, Campaign/Update/Facel Closure, Dealer Labor Rate Information, Doc-IT, Estimate Verification Request, Contact Us, Profile, Home
- Main content area: Add Document(s) form with fields for Claim Number, VIN, Technical Bulletin Related Info (checkbox), Attach Documents (Maximum 10), Attachment, and Type of Document (dropdown menu). Buttons for Send and Save Entry are at the bottom.

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Goodwill Exception Request  
Warranty Repair Acceptance  
Campaign Authorization  
Campaign/Update/Recall Closure  
Dealer Labor Rate Information  
\* Doc-IT  
Estimate Verification Request

Contact Us  
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Home

**Add Document(s)**

Claim Number\*:

VIN\*:

Technical Bulletin Related Info:

TSB Instance Number\*:  **Additional fields**

Mileage\*:

Service Number\*:

Attach Documents (Maximum 10):

Attachment\*:

Type of Document:

\* Denotes a required field

### Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All Models	2017-2018	All	All	All	All

**Condition**

00 17 10 May 18, 2017 2036935 Supersedes V001702 dated January 23, 2017 to include updated information, and additional model year applicability.

By-Pack at Delivery

(3)  
Three (3) new fields will open.

(4)  
The "TSB Instance Number" is a drop down box. Click on the down arrow in the box to get the drop down list of TB instance numbers and select the instance number for the TB the information will be uploaded for.

(5)  
The Instance Number is the seven (7) digit number located on the first page of a TB under the "Condition" header. The Instance Number is also located in the TB warranty table

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Goodwill Exception Request  
Warranty Repair Acceptance  
Campaign Authorization  
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Dealer Labor Rate Information  
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Estimate Verification Request

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**Add Document(s)**

Claim Number\*:

VIN\*:

Technical Bulletin Related Info:

TSB Instance Number\*:

Mileage\*:

Service Number\*:

Attach Documents (Maximum 10):

Attachment\*:

Type of Document:

\* Denotes a required field

(6)  
Fill in the "Mileage" and "Service Number" (PID) fields, and then select "Browse" to open the file search function on your storage device or network.

Choose File to Upload

Libraries > Pictures > WISE Info

Organize New folder

Downloads  
Product Support  
Desktop  
Recent Places  
usvwoaahs99

Libraries  
Documents  
Music  
Pictures  
Videos

Computer  
OSDisk (C:)

**Pictures library**  
WISE Info  
Arrange by: Folder

AC Print Out\_1 AC\_Leak\_1 **By-pack\_1** By-pack\_2 By-pack\_3  
By-pack\_4 Door seal\_1 Door seal\_2

File name:  All Files (\*.\*)

(7)  
Double click on the file to be uploaded or select the file and click open.

Goodwill Exception Request  
Warranty Repair Acceptance  
Campaign Authorization  
Campaign/Update/Recall Closure  
Dealer Labor Rate Information  
\* Doc-IT  
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Document title text search

Add Document(s) | Uploaded Documents | Archived

**Add Document(s)**

Claim Number\*: SD0001  
VIN\*: 1VW000000000000001  
Technical Bulletin Related Info:   
TSB Instance Number\*: 777777  
Mileage\*: 10  
Service Number\*: 4407

Attach Documents (Maximum 10):  
Attachment\*: C:\[redacted]\Pictures\003-volkswagen-golf Browse...  
Type of Document:  
Attachment\*: C:\[redacted]\Pictures\03\_vw\_scoroco\_r\_e Browse...  
Type of Document:  
Attachment\*: Browse...

\* Denotes a required field

Send  
Save Entry

(8) When the files are attached, select "Send" to upload the entry immediately or select "Save Entry" to save the entry and upload it at a later time.

### Example of a successful entry

Goodwill Exception Request  
Warranty Repair Acceptance  
Campaign Authorization  
Campaign/Update/Recall Closure  
Dealer Labor Rate Information  
\* Doc-IT  
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**Document**

Thank you for your submission!

Dealer Number: 40  
Dealer Name: Volkswagen  
Participant: [redacted]  
Date: 11/15/2017 08:28PM  
Claim Number: SD0001  
VIN: 1VW000000000000001  
Technical Bulletin Related Info: Yes  
TSB Instance Number: 777777  
Mileage: 10  
Service Number: 4407  
Attachment: [003volkswagengolfr400concept1\\_2.jpg](#)  
Attachment: [03vwsciroccornice1\\_3.jpg](#)

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### NOTICE

All fields marked with an asterisks (\*) must be populated for the Doc-It case to be submitted successfully.



The 7 digit technical bulletin instance number remains the same for the life of the bulletin. The seven digits are followed by a "/" and a number that indicate the versions of a technical bulletin. For example 2036935/2 indicates the second version of the technical bulletin with instance number 2036935.

### Required Parts and Tools

No Special Parts required.

No Special Tools required.

### Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.

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